

Duke, Daphne

190426

From: Erskine, Randy H.
Sent: Friday, January 25, 2008 1:28 PM
To: Duke, Daphne
Subject: FW: Service Quality Quarterly Report 4Q07
Attachments: CF SC-CCO CLEC Service Quality Quarterly Rpt 4Q07 (Public) Sheet(2).doc

From: Faulkner, Linda S [mailto:Linda.Faulkner@chartercom.com]
Sent: Thursday, January 24, 2008 5:57 PM
To: Erskine, Randy H.
Cc: Sanders, Betty J
Subject: RE: Service Quality Quarterly Report 4Q07

As required by R 103-614,618,619,661 and 663, attached is the fourth quarter redacted public version for Charter Fiberlink SC-CCO, LLC. Our access lines are confidential and will be mailed to you under protected cover.

If you have any questions regarding this report, contact me at the number listed below or via e-mail.

Thank you,

Linda

Linda S. Faulkner
Regulatory Specialist
Charter fiberlink SC-CCO, LLC
PH: 314-543-5614
Fax; 314-288-3555

E-MAIL CONFIDENTIALITY NOTICE:

RECEIVED

The contents of this e-mail message and any attachments are intended solely for the addressee(s) and may contain confidential and/or legally privileged information. If you are not the intended recipient of this message or if this message has been addressed to you in error, please immediately alert the sender by reply e-mail and then delete this message and any attachments. If you are not the intended recipient, you are notified that any use, dissemination, distribution, copying, or storage of this message or any attachment is strictly prohibited.

1/29/2008

SCPSC CLEC – QUARTERLY SERVICE QUALITY REPORT
SOUTH CAROLINA OPERATIONS

COMPANY NAME Charter Fiberlink SC-CCO, LLC
 QUARTER / YEAR 4th / 2007

Month:	<u>Oct</u>	<u>Nov</u>	<u>Dec</u>
Number of Customer Access Lines			
Trouble Reports / Access Line (%)	<u>2.84</u>	<u>3.45</u>	<u>3.03</u>
Customer Out of Service Clearing Times (%)	<u>86.76</u>	<u>82.03</u>	<u>87.88</u>
New Installs Completed w/in 5 Days (%)	<u>83.20</u>	<u>86.24</u>	<u>82.78</u>
Commitments Fulfilled (%)	<u>97.68</u>	<u>96.13</u>	<u>97.48</u>

Comments / Explanations: _____

Person Making Report / Contact Information: Betty J. Sanders, Director Regulatory Affairs, email: CFL.Regulatory@chartercom.com, ph: 314-288-3259, fax: 314-288-3555

RECEIVED
 11/1/07
 FSC/REG
 WRL/ONG